



# CITY OF HOUSTON

Public Works and Engineering  
Department

Utility Customer Service  
P.O. Box 4863  
Houston, Texas 77210-4863  
[www.houstontx.gov](http://www.houstontx.gov)

## Automatic Payment Plan (APP) Application

The City of Houston now offers you automatic payment of your water bill directly from your bank account. If you want this service, please complete this application and send it along with a voided check to the above address. Do not send temporary checks or deposit slips.

Before drafting your account, we verify your bank routing and checking account numbers with your bank. Until this process completes, your water bill has the message "We Are Processing Your Payment Plan Application and Will Notify You When We Start Drafting Your Account." During this time, you must continue to pay your bill.

After verifying your bank routing and checking account numbers, your water bill contains the message "No Payment Is Required. Bank Drafting Is Now In Effect." While you are on APP, you continue to receive a monthly water statement that is for information purposes only.

You must notify Utility Customer Service whenever your bank account changes. Changes in your bank account require a new verification during which time you must send your payment to Utility Customer Service. Failure to notify us when your bank account changes or if your draft returns because of insufficient funds your APP automatically terminates. If your APP terminates for these reasons, you cannot reapply for APP for six months.

Water Account Number \_\_\_\_\_

Name on Water Bill: \_\_\_\_\_

Water Service Address: \_\_\_\_\_

Bank Name: \_\_\_\_\_ Joint Account: \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_

Bank ABA Routing Number: \_\_\_\_\_ Checking \_\_\_\_ Savings \_\_\_\_

Bank Phone Number: \_\_\_\_\_ Bank Account Number: \_\_\_\_\_

Names Appearing on Bank Account: \_\_\_\_\_

Work Phone Number: \_\_\_\_\_ Home Phone Number: \_\_\_\_\_

I authorize the City of Houston to deduct my monthly water bill payments from my account at the bank or credit union shown above. I also understand that the City of Houston or my financial institution may terminate the Automatic Payment Plan at any time:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_, 20\_\_\_\_

Account Holder

Signature: \_\_\_\_\_ Date: \_\_\_\_\_, 20\_\_\_\_

Second Account Holder for Joint Accounts